



## Welcome to Sonesta!

We are very excited and look forward to meeting you and working together to complete a smooth transition. This document is intended to explain the Sonesta hiring process with the goal of a smooth transition!

The information below will provide you with a guide of what you can expect from Sonesta and what is expected of you. The HR team is here to assist you if you have any questions. You can reach us at [HR@sonesta.com](mailto:HR@sonesta.com).



As a note, Workday is the HR system Sonesta uses to manage our employment applications, onboard new hires, maintain employee record-keeping, employee benefits enrollment, and other HR related activities. You can download Workday as an app for your phone in addition to using your computer.

## Process

Below is an outline of action steps and a timeline of what you can expect over the next few weeks. Instructions related to “How to” complete the action steps are included below.

## Key Dates

Activity	Responsible
Submit application	Employee
Review and present offer details to employees	Sonesta, through our Workday site
Acknowledge your offer letter in Workday	Employee
Complete online background check forms	Employee
Complete On-line onboarding on or prior to 1 <sup>st</sup> working day	Employee

- Your hotel will have an introduction to Sonesta. In today’s current environment, the introduction may be in-person or virtual. Your current hotel management team will ensure you are made aware of these sessions. We are looking forward to meeting many of you through these sessions and think you’ll like what you learn about us. For those who are unable to make the information session, much of the same information and videos are found on our conversion portal.

## What is Sonesta’s application process?

There are several steps in our hiring process. **The sooner these steps are completed, the sooner we can process applications and extend offers.** Your General Manager and Sonesta will work with you if necessary to assist you in making sure all the steps in our hiring process are complete.

**Applying for your job-** in order to apply, you will need an email address that you have access to.

- If you do not have a work or personal email address, you can use the email address of a family member or friend. **This should be an email address that you will use and can get access to easily as it will be used for background check and onboarding. Sonesta information will be sent to this address in record until you change it in Workday.**

### **Applying**

- The Application is available on the Career Site portal. Just click on the link on the page that says “Apply Now”.
- Once you are on the Career Site, simply click on the “Apply Now” link and complete the Sonesta Application on-line.**
- You should apply for your current position and location, which you will find on the “Apply Now” link.**
- If you need assistance in applying, you can click on the “How to Apply” link to get information on how to complete the application. Your General Manager or HR Representative can also provide you with a hard copy of this guide if you prefer and Sonesta can assist you with the process.
- Please be sure job history and all other fields are completed.

### **Predictive Index (Management Roles – by request only)**

- Completion of our Predictive Index form.** This applies to management roles within your hotel. As soon as we receive your email address from your completed application, we will send you a link to Predictive Index from [accessPI@mailер.piworldwide.com](mailto:accessPI@mailер.piworldwide.com).
- Instructions to complete the Predictive Index are provided in the link.
- Allow yourself 10-15 minutes of uninterrupted time to complete the Predictive Index form.

### **Offer Letters and Background Check**

- Once the above steps and our hiring evaluation process and decisions have been made by Sonesta, we will issue offer letters to confirm the details of employment with Sonesta.
- This Offer Letter will be sent to you in Workday and should be acknowledge **on-line**. Your signed offer letter will allow you to advance to the next stage of the hiring process and on-boarding!

- You will then receive an email from [DoNotReply@talentwise.com](mailto:DoNotReply@talentwise.com) to complete your online background check form.

### **We're almost there.**

While you will have your offer letter to join Sonesta, we still need you to complete your on-line onboarding process which includes the review and signing of several key documents.

### **Onboarding**

- Once we receive your signed offer letter and your successful background check, we can begin your onboarding to Sonesta as an employee!**
- You will receive an **Account Activation** email from "[noreply@okta.com](mailto:noreply@okta.com)" that will have instructions for registering your profile and allow you to access Workday via Single Sign-On.
- You will also receive multiple emails from "[Workday\\_donotreply@sonesta.com](mailto:Workday_donotreply@sonesta.com)" that will list the different onboarding tasks that you need to complete.
- If you don't see these emails in your inbox, please check your spam filter. If you still require help, contact [HR@sonesta.com](mailto:HR@sonesta.com).
- You can complete your onboarding from any computer at work, at home or any public location as well.
- It is important that this is completed as soon as possible, on or before your first day of Sonesta employment.**

### **Next Up, on-boarding.**

#### **Required Forms in Workday**

You will be allowed to work once we can verify that the required forms are completed as part of your onboarding process in Workday. These are:

- Sonesta Arbitration Agreement
- Sonesta Code of Conduct or STAR
- Sonesta Employee Handbook and Supplements
- Sonesta Attendance Policy
- Federal Form, I-9\*
- Federal Tax Form
- Benefits Enrollment, if applicable
- And possibly other business related on-boarding acknowledgements
- Direct deposit or a different State Tax exemption, these forms can be completed on paper and sent to [Sonesta-CentralPayroll@sonesta.com](mailto:Sonesta-CentralPayroll@sonesta.com).

\*You will need to provide documents to support I-9 form within three days of your first day of employment.

### **Keeping Track of Status of your Application and Onboarding Process**

We understand there is a lot to do in a short period of time and we want to make this as stress-free as possible. Your General Manager and Sonesta will be helping you to keep track of what needs to be completed and a Sonesta Representative will be able to assist through email, phone and in some cases on site.

### **Congratulations!**

Once all the above steps have been successfully completed, it'll be time for a big cheer ***and to begin our work together.***

### **Questions & Support**

If you have any questions throughout the process, please contact HR@Sonesta or your General Manager. We have provided him/her with resources to assist throughout this transition. There are also several other human resources professionals available to you, such as:

#### **Workday Related Questions**

- Workday Help Desk [workday@sonesta.com](mailto:workday@sonesta.com)

#### **Accessibility of our website or need assistance completing the application process, background check and/or Predictive Index**

- [HR@sonesta.com](mailto:HR@sonesta.com)

#### **Payroll Related Questions**

- [Sonesta-CentralPayroll@sonesta.com](mailto:Sonesta-CentralPayroll@sonesta.com)

#### **Employee Relations Issues or Questions**

- [HR@sonesta.com](mailto:HR@sonesta.com)